enjoy.now

alcatel 1s

For more information on how to use the phone, please go to **www.alcatelmobile.com** and download the complete user manual. Moreover, on the website, you can also find answers to frequently asked questions, upgrade the software via Mobile Upgrade, and so much more.

**Note:**

This is a user manual for Alcatel 1S 5028A.

**Help**

The following resources will provide you with answers to more FAQs along with additional software, and service information.

**Consulting FAQ**

Go to

https://www.alcatelmobile.com/support/

**Updating your phone's software**

Update through the **System Update** menu on your device.

To download the software update tool onto your PC, go to

https://www.alcatelmobile.com/support/software-drivers/

**Finding your serial number or IMEI**

You can find your serial number or International Mobile Equipment Identity (IMEI) on the packaging materials. Alternatively, go to **Settings > System > About phone > Status** on your phone.

**Obtaining warranty service**

First follow the advice in this guide. Then check hotlines and repair center information through

https://www.alcatelmobile.com/contact-us/

**Viewing legal information**

On the phone, go to **Settings > System > About phone > Legal information**.

**Using other alcatel apps**

Go to

https://www.alcatelmobile.com/support/app-services/



# Table of Contents


Safety and use ..... 6

Radio waves ..... 13

Licenses ..... 20

General information ..... 24

1 Your mobile ..... 26

1.1 Keys and connectors ..... 26

1.2 Getting started ..... 30

1.3 Home screen ..... 32

2 Text input ..... 42

2.1 Using the onscreen keyboard ..... 42

2.2 Text editing ..... 44

3 Phone, Call logs and Contacts ..... 45

3.1 Phone ..... 45

3.2 Call logs ..... 50

3.3 Contacts ..... 51

4 Messages ..... 58

4.1 Write a new message ..... 58

4.2 Manage messages ..... 60

5 Multimedia applications ..... 61

5.1 Camera ..... 61

5.2 Gallery ..... 69

5.3 Music ..... 77
**6 Calendar, Clock, and Calculator ..... 78**
6.1 Calendar ..... 78
6.2 Clock ..... 80
6.3 Calculator ..... 83
**7 Others ..... 84**
7.1 Kids Mode ..... 84
7.2 Support Center ..... 85
7.3 Other applications ..... 86
**8 Google applications ..... 87**
8.1 Google ..... 87
8.2 Gmail ..... 87
8.3 Maps ..... 88
8.4 YouTube ..... 88
8.5 Drive ..... 88
8.6 Play Movies & TV ..... 89
8.7 Play Store ..... 89
8.8 Duo ..... 89
8.9 Photos ..... 89
8.10 Keep notes ..... 90
8.11 Google Assistant ..... 90
8.12 Files ..... 91
**9 Settings ..... 92**
9.1 Network & internet ..... 92



9.2 Bluetooth & device connection ..... 97
9.3 Display ..... 100
9.4 Home screen & wallpapers ..... 101
9.5 Sound ..... 102
9.6 Advanced features ..... 103
9.7 Smart Manager ..... 104
9.8 Security ..... 105
9.9 Location ..... 106
9.10 Privacy ..... 106
9.11 Apps ..... 107
9.12 Storage ..... 107
9.13 Accounts ..... 107
9.14 Digital Wellbeing & parental controls ..... 108
9.15 Google ..... 108
9.16 Accessibility ..... 108
9.17 System ..... 108
**10 Making the most of your phone ..... 111**
10.1 FOTA Upgrade ..... 111
**11 Accessories ..... 112**
**12 Warranty ..... 113**
**13 Troubleshooting ..... 116**
**14 Specifications ..... 125**

www.sar-tick.com

alcatel

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found in the **Radio waves** section.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

**PROTECT YOUR HEARING**

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.



# Safety and use .....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

## • TRAFFIC SAFETY:

Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset, etc.), drivers are requested to refrain from using their phone when the vehicle is not parked. Check the laws and regulations on the use of wireless phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

## • CONDITIONS OF USE:

- You are advised to switch off the phone from time to time to optimize its performance.
- Remember to abide by local authority rules of mobile phone use on aircrafts.

- If your phone is a unibody device, where the back cover and battery are not removable, disassembling the phone will void your warranty. Disassembling the phone can cause bodily injury if the battery is punctured.
- Always handle your phone with care and keep it in a clean and dust-free place.
- Do not allow your phone to be exposed to adverse weather or environmental conditions, such as moisture, humidity, rain, infiltration of liquids, dust, sea air, etc. The manufacturer's recommended operating temperature range is -10°C (14°F) to +45°C (113°F). At over 45°C (113°F), the legibility of the phone's display may be temporarily impaired.
- Do not open, dismantle, or attempt to repair your phone yourself.
- Do not drop, throw, or bend your phone.
- Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and which are compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.
- Your phone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products.



- Remember to make backup copies or keep a written record of all important information stored on your phone.
- Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person has never experienced them before. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.
- Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, orientation, or movements.

## • PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization has been obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your phone (including the carrier) disclaim any liability which may result from improper use of the phone.

## • BATTERY:

**For a non-unibody device:**

Observe the following precautions:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble, or cause a short circuit in the battery.



- Do not burn or dispose of a used battery in household garbage or store it at temperatures above 60°C (140°F).

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

**For a non-unibody device with a non-removable battery:**

Observe the following precautions:

- Do not attempt to eject, replace, or open the battery.
- Do not puncture, disassemble, or cause a short circuit in the battery.
- Do not burn or dispose of your phone in household garbage or store it at temperature above 60°C (140°F).

Phone and battery must be disposed of in accordance with locally applicable environmental regulations.

**For a unibody device:**

Observe the following precautions:

- Do not attempt to open the back cover.
- Do not attempt to eject, replace, or open the battery.
- Do not puncture the back cover of your phone.

- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these types of equipment.
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

**In European Union countries:**

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

**In non-European Union jurisdictions:**

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.



In the United States you may learn more about CTIA's Recycling Program at http://www.gowirelessgogreen.org/

**CAUTION:** RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

**WARNING:** This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

## • CHARGERS:

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for the purpose of charging only.

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240V,50/60Hz, 350/500mA
Output: 5V,2000mA

Battery: Lithium 4000mAh

# Radio waves .....

THIS PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Innovation, Science and Economic Development Canada (ISEDC), is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands.



This device is complied with SAR for general population/ uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID : 2ACCJH113

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the phone. Before a phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model phone when tested is 1.20 W/Kg for use at the ear and 1.13 W/Kg for use close to the body.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: http://www.ctia.org/

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of phones. If individuals are concerned, they may choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep phones away from the head and body. Additional WHO information about electromagnetic fields and public health is available on the following website: http://www.who.int/peh-emf.



Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This phone complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Your phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with a headset or usb data cable.

If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 15 mm away from the body.



Please note that when using an accessory some of your personal data may be shared with the main device. It is your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and only install them from trusted locations. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss, destruction or damage, whereby the measures shall provide a level of security that is appropriate with regard to:

- the technical possibilities available;

- the costs for implementing the measures;
- the risks involved with the processing of the personal data; and
- the sensitivity of the personal data processed.

You can access, review, and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.



# Licenses

microSD Logo is a trademark.

The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Ltd. and its affiliates is under licence. Other trademarks and trade names are those of their respective owners.

**Alcatel 5028A** Bluetooth Declaration ID D048576

The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance.

Google, the Google logo, Android, the Android logo, Google Search™, Google Maps™, Gmail™, YouTube, Google Play Store, Google Latitude™, and Hangouts™ are trademarks of Google Inc.

The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License (the text will appear when you touch **Google legal** in **Settings > System > About phone > Legal information**) [1].

You have purchased a product which uses the open source (http://opensource.org/) programs mtd, msdosfs, netfilter/iptables and initrd in object code and other open source programs licensed under the GNU General Public Licence and Apache Licence.

We will provide you with a complete copy of the corresponding source codes upon request within a period of three years from the distribution of the product by TCL Communication Ltd.

You may download the source codes from http://sourceforge.net/projects/alcatel/files/. The provision of the source code is free of charge from the internet.

[1] May not be available in all countries.



**US Information Concerning the Federal Communications Commission ("FCC") Requirements for Hearing Aid Compatibility with Wireless Devices**

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility.

Hearing aid compatibility rating for this smartphone: M3 Only.

**How the ratings work**

**M-Ratings:** Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not labeled. M4 is the better or higher of the two ratings.

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices.



For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit www.fcc.gov/cgb/dro.

FCC ID: 2ACCJH113.

# General information.....

- **Internet address:** www.alcatelmobile.com
- **Hotline:** See the "SERVICES" leaflet that came with your phone or go to our website.
- **Manufacturer:** TCL Communication Ltd.
- **Address:** 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong
- **Electronic labeling path:** Touch **Settings > System > Regulatory & safety** or press *#07# to find more information about labeling [1], such as FCC ID.

On our website, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by email to ask any questions you may have.

[1] This may vary depending on country.

Your phone is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), UMTS in penta-band (B1/2/4/5/8) or LTE (B2/3/4/5/7/8/13/17/28/66).

**Protection against theft** [1]

Your phone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your phone by entering *#06# and keep it in a safe place. It may be requested by the police or your carrier if your phone is stolen. This number allows your phone to be blocked preventing a third person from using it, even with a different SIM card.

**Disclaimer**

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone or specific carrier services.

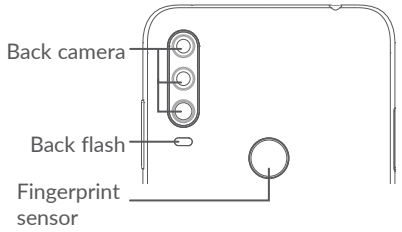
TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the carrier exclusively.

[1] Contact your service provider to check service availability.



# 1 Your mobile .....

## 1.1 Keys and connectors




**Back button**

- Touch to go back to the previous screen, or close a dialog box, options menu, the Notification panel, etc.

**Home button**

- From any application or screen, touch to return to the Home screen.
- Long press to turn on Google Assistant. You can get help such as getting directions and restaurant information based on the content detected on the screen.

**Recent Apps button**

- Touch to view applications you've recently accessed.

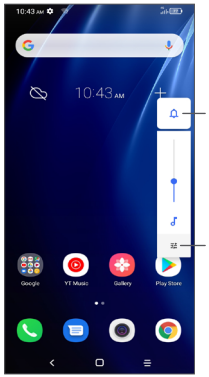


**Power key**

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from **Restart/Power off/Airplane mode**.
- Press and hold the **Power** key and **Volume down** key to take a screenshot.
- Press and hold the **Power** key for at least 10 seconds to force reboot.

**Volume keys**

- Adjust the call volume during a phone call.
- Adjust the media volume while listening to music or a video, or streaming content.
- Adjust the ringtone volume.
- Mute the ringtone of an incoming call.
- While using the **Camera** app, press the **Volume up** or **down** key to take a photo or touch and hold to take several photos.
- Double-press the **Power** key to open the camera.
- Convenient operations



Touch to switch between **Sound, vibrate** and **Mute**

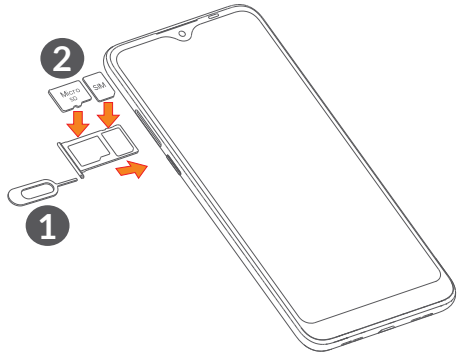
Touch to adjust the volume of media, calls, ringtones, alarms or notifications



# 1.2 Getting started

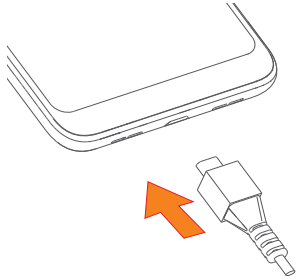
## 1.2.1 Setting up

1. Insert the pin into the hole and pull out the tray.
2. Insert or remove your SIM card or microSD card.




Your phone only supports nano-SIM cards. Do not attempt to insert other SIM types like mini and micro cards as these may cause damage to your phone.

### Charging the battery



You are advised to fully charge the battery (▬). Charging status is indicated by a percentage displayed on screen. The percentage increases as the phone is charged.

To reduce power consumption and energy waste when the battery is fully charged, disconnect your charger from the plug; switch off Wi-Fi, GPS, Bluetooth or background-running applications when not in use; reduce the backlight time, etc.

### 1.2.2 Powering on your phone

Hold down the **Power** key until the phone powers on, unlock your phone (Swipe, Pattern, PIN, Password, Fingerprint or Face) if necessary and confirm. The Home screen is displayed.



### 1.2.3 Powering off your phone

Press and hold the **Power** key until options appear, then select **Power off**.

## 1.3 Home screen

You can bring all the items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Touch the **Home** button to switch to the Home screen.

❶ **Status bar**

- Status/Notification indicators
- Swipe down to open the Notification panel

❹ **Google Search bar**

- Touch ❷ to enter text search screen
- Touch ❸ to enter voice search screen

❺ **Favorites tray applications**

- Enter the application
- Long press to move or remove applications

**Auto-rotate screen**

From the app list, touch **Settings > Display > Auto-rotate screen** to enable the function.

### 1.3.1 Using the touchscreen

**Touch**

To access an application, touch it with your finger.

**Long press**

To enter the available options for an item, long press the item. For example, select a contact in Contacts, long press this contact, an option list will appear.



**Drag**

Long press an item and drag it to another location.

**Slide/Swipe**

Slide the screen to scroll up and down the applications, images, and web pages. You can slide the screen horizontally too.

**Flick**

Similar to swiping, flicking is a lighter and quicker stroke.

**Pinch/Spread**

Place two fingers on the screen surface and draw them apart or together to scale an element on the screen.

**Rotate**

Automatically change the screen orientation from portrait to landscape by turning the phone sideways to have a better screen view.

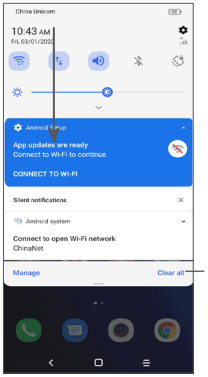
## 1.3.2 Status bar

From the Status bar, you can view both phone status (on the right side) and notification information (on the left side).

Swipe down the status bar to view notifications and swipe down again to enter the Quick settings panel. Swipe up to close it.

### Notification panel

Swipe down the Status bar to open the Notification panel to read detailed information.

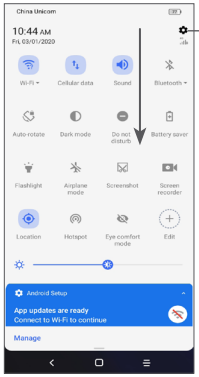



Clear all notifications (ongoing notifications will remain)



### Quick Settings panel

Swipe down the Status bar twice to access the Quick Settings panel where you can enable or disable functions or change modes by tapping the icons.




Open **Settings**, to view the full list of settings

### 1.3.3 Lock and unlock your screen

To protect your phone and privacy, you can lock the screen with a pattern, PIN, password fingerprint or face, etc.

To create a screen unlock pattern, touch **Settings > Security > Screen lock**, refer to **"9.8 Security"** for more details.

#### To lock phone screen

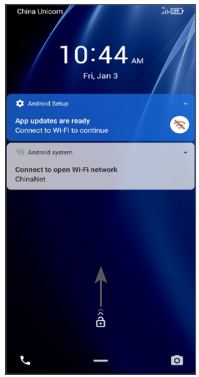
If your phone remains inactive for a period of time, it will automatically lock the screen and enter sleep mode to save power. Go to **Settings > Display > Sleep** and select a screen timeout period.

You can also manually lock the screen by pressing the Power key once.



#### To unlock the phone screen

Press the Power key once to light up the screen, swipe up and unlock the screen with the method you have set.




#### Enter a Password to Unlock the Screen

Once the screen is turned on, swipe up from any position on the screen to display the password input panel. Then enter your lock screen password.

#### Use Pattern Unlock

Draw the same pattern you have set to unlock the screen.

### Use Face Unlock

Lift your phone and align it with your face. Your phone will unlock once your face is recognized.

### Use Fingerprint unlock

Touch the fingerprint sensor with an enrolled finger to unlock the screen.

## 1.3.4 Personalizing your Home screen

### Add

You can long press a folder, an application or a widget and drag the item to your preferred Home screen.

### Reposition

Long press an item and drag it to the desired position and then release. You can move items both on the Home screen and the Favorites tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.

### Remove

Long press an item and drag it up to the top of the **Remove** icon, then release.



### Create folders

To improve the organization of shortcuts or applications on the Home screen and the Favorites tray, you can add them to a folder by stacking one item on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

### Wallpaper customisation

Long press an empty area on the Home screen, then touch **Wallpapers** to customize wallpaper.

## 1.3.5 Widgets and recently used applications

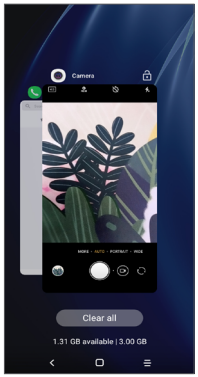
### Consult widgets

Long press the empty area on the Home screen, then touch **Widgets** to display all widgets.

Touch the selected widget and slide it to move to your preferred screen.

### Consult recently used applications

To consult recently used applications, touch the **Recent Apps** button ☰. Touch a thumbnail in the window to open the application.




Touch one thumbnail and swipe up to close an application.

Touch **Clear all** at the bottom of the screen to close all the running applications.

### 1.3.6 Volume adjustment

**Using the volume key**

Press the **Volume** key to adjust the volume. To activate silent mode, press the **Volume down** key until the phone is silent. To activate vibrate mode, press the **Volume** key and touch to show this icon .

**Using the settings menu**

From the app list, touch **Settings > Sound** to set the volume for media, ringtones, alarms, etc.



# 2 Text input.....

## 2.1 Using the onscreen keyboard

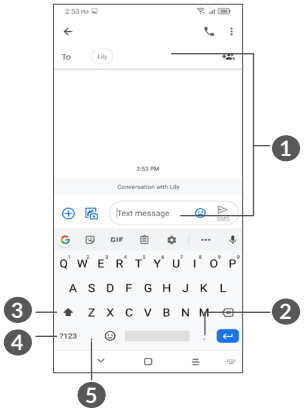
**Onscreen keyboard settings**

Go to **Settings > System > Languages & input > Virtual keyboard,** touch the keyboard you want to set up and a series of settings will become available.

**Adjust the onscreen keyboard orientation**

Turn the phone sideways or upright to adjust the onscreen keyboard orientation. You can adjust this by changing the settings (Touch **Settings > Display > Auto-rotate screen**).

### 2.1.1 Gboard




1. Enter text or numbers
2. Long press to select symbols
3. Switch between "abc/Abc" mode; Long press to switch to "abc/ABC" mode
4. Switch between symbol and numeric keyboard
5. Long press to show input options



## 2.2 Text editing

You can edit texts which you have entered.

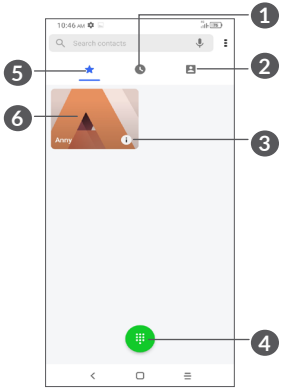
- Long press or double tap within the text that you want to edit.
- Drag the tabs to change the area of the selected text.
- The following options will appear: **Cut, Copy, Share** and **Select all.**
- If you have previously cut or copied any text, touch the tab to show **Paste** which allows you then paste the text at the current location.

# 3 Phone, Call logs and Contacts

## 3.1 Phone

### 3.1.1 Making a call

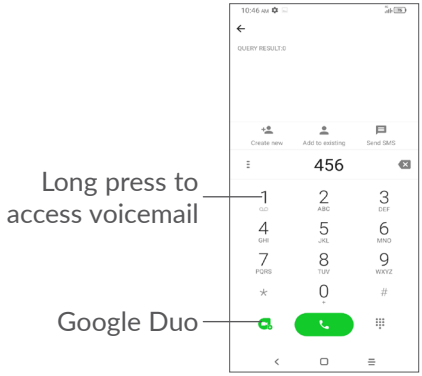
To make a call, touch in the Favorites tray.




1. Call logs
2. Contacts
3. View the contact's detailed information. You can also edit, delete, share, cancel this favorited contact, or send a message to the contact



4. Show the dial pad
5. Favorites
6. Call the favorited number




Enter the desired number from the dial pad and touch to place the call, or select a contact from **Contacts** or **Call logs** by sliding or touching tabs and then make the call.

The number you entered can be saved to **Contacts** by touching the **Create new** item or **Add to existing**.

If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch .

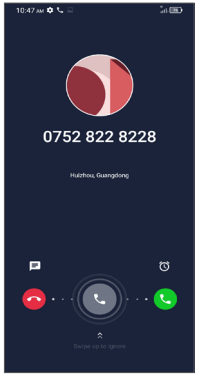
### International call

To dial an international call, long press 0 to enter "+", then enter the international country prefix followed by the full phone number and touch .

### Emergency call

If your phone has network coverage, dial the emergency number and touch to make an emergency call. This works even without a SIM card and without typing the PIN code.

## 3.1.2 Answering or rejecting a call




When you receive a call:

- Swipe right to answer the call.
- Swipe left to reject the call.



- Touch to reject the call by sending a preset message.
- Touch to set a call back reminder.

## 3.1.3 Calling your voicemail

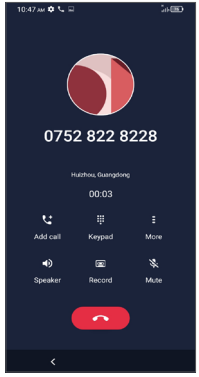
Your voicemail is provided by your network to avoid missing calls. It works like an answering machine that you can consult at any time.

To access your voicemail, long press 1.

If you receive a voicemail, appears on the Status bar. Open the Notification panel and touch **New voicemail**.

## 3.1.4 During a call

To adjust the volume during a call, press the **Volume** key.



End the current call.

Touch to add another call.

Display the dial pad.

Touch to hold the current call or open **Contacts**.

Touch once to activate the speaker during the current call. Touch this icon again to deactivate the speaker.

Touch to record call

Touch once to mute the current call. Touch this icon again to unmute the call.

To avoid accidental operation of the touchscreen during a call, the screen will automatically darken when you put the phone close to your ear, the screen will re-illuminate when it is removed from your ear.

### 3.1.5 Managing multiple calls

With this phone you can handle multiple calls at the same time.

**Swap calls**

When you accept two calls, touch to switch between two lines. The current call will be put on hold.



**Conference calls** (1)

You can set up a conference call as follows.

- Place a call to the first participant of the conference call.
- Touch to add another call.
- Enter the phone number of the person you want to add to conference and touch . You can also add participants from **Call logs** or **Contacts**.
- Touch to start the conference.
- Touch to end the conference call and disconnect all callers.

### 3.1.6 Phone settings

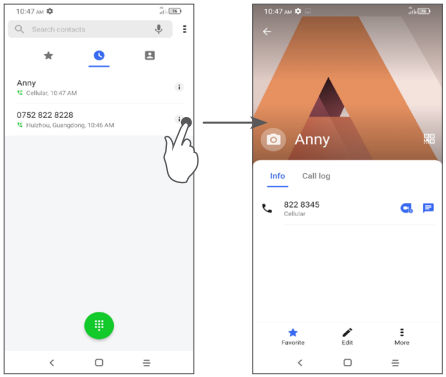
Touch from the **Phone** screen, then touch **Settings** to set phone and contacts.

## 3.2 Call logs

You can access your call logs by touching from the **Phone** screen to view missed calls, outgoing calls and incoming calls.

Touch to view information or further operations, you can launch a new call, send a message to the contact or number, view detailed information of the call, or clear the call.

(1) Depending on your network carrier.




Touch ⋮ to share, block or delete this number, etc.

## 3.3 Contacts

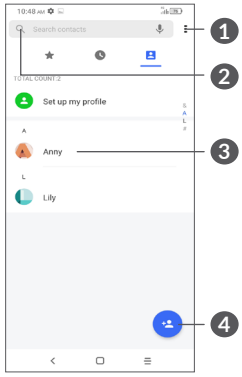
**Contacts** enables quick and easy access to the people you want to reach.

You can view and create contacts on your phone and synchronize them with your Gmail contacts or other applications.

### 3.3.1 Consult your Contacts

To see your contacts, touch from the App drawer.





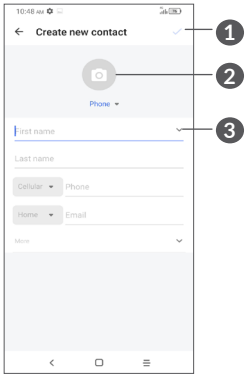

1. Display the contacts list option menu
2. Touch to search contacts
3. Open the Quick contact panel
   Long press to share or delete the selected contact
4. Add new contact

Deleted contacts will also be removed from other applications on the phone or web the next time you synchronize your phone.

### 3.3.2 Adding a contact

Touch in the contact list to create a new contact.

You are required to enter the contact's name and other contact information. By scrolling up and down the screen, you can move from one field to another.




1. When finished, touch this icon to save
2. Select a picture or take a photo for the phone contact
3. Touch to open available labels

**Add to/Remove from favorites** (1)

To add a contact to favorites, you can touch a contact to view details then touch ☆ to add the contact to favorites.

To remove a contact from favorites, touch ★ on the contact details screen.

(1) Only phone contacts and account contacts can be added to favorites.



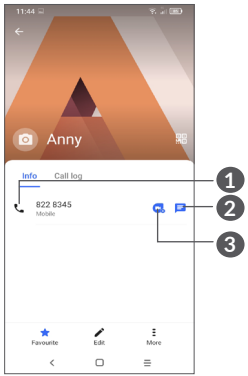
### 3.3.3 Editing your contacts

To edit contact information, touch ✎ in the contact details screen.

When finished, touch ✓ to save.

### 3.3.4 Use Quick contact for Android

Touch a contact to open the Quick contact panel for Android.




1. Touch to make a call
2. Touch to send a message
3. Touch to make a video call

The icons available on the Quick contact panel depend on the information you have for the contact and the applications and accounts on your phone.

### 3.3.5 Importing, exporting and sharing contacts

This phone enables you to import or export contacts between your phone, SIM card, internal storage, your accounts and micro SD card.

From the Contacts screen, touch ⋮ to open the options menu. Touch **Settings > Import/Export**, then select to import/export contacts from/to your accounts, SIM card, phone, internal storage, micro SD card, etc.

You can share a single contact or contacts with others by sending the contact's vCard to them via Bluetooth, Gmail, etc.

Touch the contact you want to share, touch ⋮ and **Share** from the contact details screen.

### 3.3.6 Displaying contacts

You can configure which list of contacts, for each account, you want to display in the Contacts list. Touch ⋮ and touch **Contacts to display** from the contacts list screen, then you can choose which contacts to display.

Touch ⋮ and then **Settings > Display options** to sort the list by touching **First name** or **Last name**, as well as viewing contact names by touching **First name first** or **Last name first**.



### 3.3.7 Merging/Separating contacts [1]

To avoid duplication, you can add any new contact information to existing contacts in a single action.

Touch the contact which you want to add information to, touch ⋮ and touch **Link**.

At this time, you are required to select the contact whose information you want to merge with the first contact. The information from the second contact is added to the first one, and the second contact will no longer be displayed in the Contacts list.

To separate contact information, touch the contact whose information you want to separate, then touch ⋮ and touch **View linked contacts**, Touch **SEPARATE** to confirm.

[1] Only for phone contacts and account contacts.

### 3.3.8 Synchronizing contacts in multiple accounts

Contacts, data or other information can be synchronized from multiple accounts, depending on the applications installed on your phone.

To add an account, touch ⋮ from the contacts list and touch **Settings > Manage accounts > Add account**, or from the app list, touch **Settings > Accounts > Add account**.

You are required to select the kind of account you are adding, like Google, DUO/Exchange, etc.

As with other account setups, you need to enter detailed information, like username, password, etc.

You can remove an account and all associated information from the phone. Touch the account you want to delete > touch **REMOVE ACCOUNT** to confirm.

#### Auto-sync

On the **Accounts** screen, touch **Automatically sync data**. When activated, all changes to information on the phone or online will be automatically synchronized with each other.



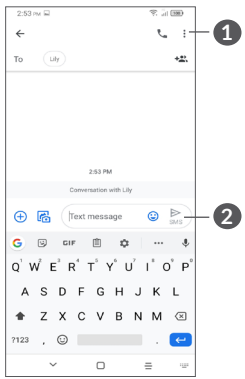
# 4 Messages

## 4.1 Write a new message

You can create, edit and receive SMS and MMS with this phone.

To access Messages, touch .

On the message list screen, touch Start chat to write text/ multimedia messages.




1. More options
2. Send the message

### Sending a text message

To add recipients, enter the name or phone number of the recipient in the **To** bar. Touch the **Text message** bar to enter the text of the message. When finished, touch SMS to send the text message.

Specific letters (accented) will also increase the size of the SMS. This may cause multiple SMS to be sent to your recipient.

### Sending a multimedia message

MMS enables you to send video clips, images, photos, animations, slides and sounds to other compatible mobiles and email addresses.

An SMS will be converted to MMS automatically when media files (image, video, audio, etc.) are attached or subject or email addresses are added.

To send a multimedia message, enter the recipient's phone number in the **To** bar. Touch the **Text message** bar to enter the text of the message.

Touch ⊕ to give access to your location, send a voice message or attach files.

Touch to take a photo/video or attach a photo/video you have taken.

When finished, touch MMS to send the multimedia message.

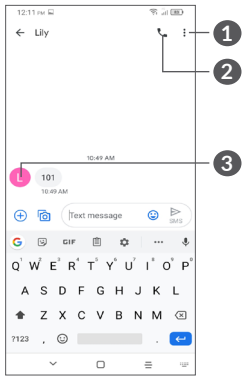


## 4.2 Manage messages

When a message is received, will appear on the Status bar as a notification. Swipe down the Status bar to open the Notification panel. Touch the new message to open and read it. You can also access the **Messages** application and touch the message to open it.

Messages are displayed as a conversation.

Touch a message to enter the message composing screen:




1. Tap for more options
2. Tap to call the number
3. Tap to save the number to Contacts or view the contact details if the number has been saved

To adjust message settings, touch ⋮ and select **Settings** on the message list screen.

# 5 Multimedia applications.....

## 5.1 Camera .....

Before using the camera, make sure that you remove the protective lens cover to avoid it affecting your picture quality.

There are multiple ways to open the Camera app.

### From the Home Screen

From the home screen, touch **Camera** .

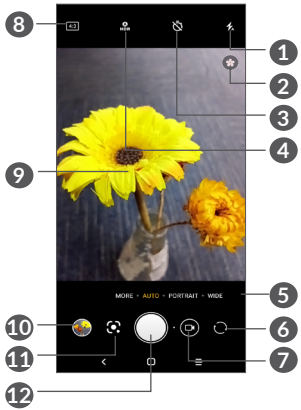
### From the Lock Screen

When the screen is locked, press the Power key once to light up the screen, then swipe left on the camera icon in the lower right corner to open the camera.

### Using shortcut key

Simply double-press the **Power** key to open the camera.






1. **Flash mode**

   Touch to turn on/off the camera flash

   **WARNING:** Keep a safe distance when using the flash. Do not point the flash toward people's or animals' eyes.
2. Scene detection
3. Take a timed photo
4. Take HDR photos
5. Select a camera mode
6. Switch between front and rear camera
7. Take a video
8. Picture size

9. Pinch fingers together to zoom out, or spread fingers apart to zoom in
10. View the photos or videos you have taken
11. Google Lens [1]
12. Take a photo

**To take a photo**

The screen acts as the viewfinder. First, position the object or landscape in the viewfinder, touch the screen to focus if necessary and touch or press the **Volume key** to take a photo. The photo will be automatically saved. You can also long press to take burst shots.

**Google Lens:**

Google Lens is a free tool that can help you to:

- Copy text
- Search for similar products
- Identity plants and animals
- Discover books & media
- Scan codes

...and more.

[1] Note that Google Lens only works when you are logged in to your Google account. Your phone must also be connected to a network.



Tap the Google Lens icon and it will start to try to identify what is in the photo. While it is trying to figure out what is in the image, dots will appear across the image. After it has completed its work, Google Lens will show you the results at the bottom of the screen.

**To take a video**

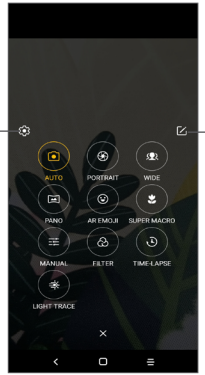
Touch the right part of this icon to change the camera mode to video, then touch the left part of this icon to start video recording. You can also touch the left part of this icon to take a picture during video recording.

Touch to pause video recording and touch to continue. Touch to stop recording. The video will be automatically saved.

## 5.1.1 Modes and settings

Slide left or right on the camera screen to switch between modes, touch **MORE** for more options.

Touch to view **Settings**



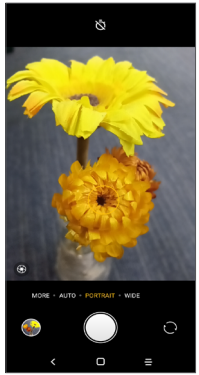

Touch and then move the bouncing icon to your favorite position

- *AUTO*

  Auto is the default mode for Camera.
- *PORTRAIT*

  Touch to create a depth of field effect. You can create an image that highlights your subject while producing a gorgeously blurred background.






Touch to adjust the aperture. The smaller the aperture is, the more blurry the background becomes.

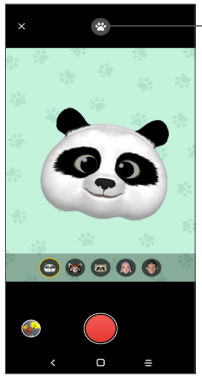
- *WIDE*

  Touch to turn on the wide angle function. This allows you to shoot a wider area from within a shorter shooting distance.
- *PANO*

  Touch to turn on the panorama function. Touch the shutter button to start taking a panoramic photo and move the phone steadily along in the direction indicated by the onscreen line. Once the slots are filled, the photo will be automatically saved. If the slots are not fully filled, touch the shutter button again to save the photo.

- *AR EMOJI*

  Analyzes your facial expressions and mirrors those expressions via the front camera, to create various 3D animated emojis that can be sent as a video file with sound for fun.




- *SUPER MACRO*

  Lets you take extreme close-ups shots of tiny or detailed subjects, such as insects, flowers, etc. 4cm is the best macro shooting distance when using this function.

- *MANUAL*

  Lets you to take full control of the camera settings, allowing you to adjust aperture, shutter, ISO and more.



- *FILTER*

  Touch to preview the viewfinder with live filter applied. Touch any filter to apply it and return to the previous screen.

- *TIME-LAPSE*

  Capture a series of photos and convert them into a sped up time-lapse video.

- *LIGHT TRACE*

  Capture movement, Capture light, and Draw light allow you to take artistic photos of moving water, light, and people.

### Settings

Touch **Camera** > **MORE** > to access the **Settings** screen.

- Adjust photo size and video quality.
- ***Video stabilisation (EIS)***

  Turn on to enable the Electronic Image Stabilisation (EIS) feature. It helps reduce blurring associated with the motion of a camera during exposure.

- ***Volume button function***

  Enable the Volume up/down key shortcut function, to take photos/videos or zoom in/out.

- ***Grid***

  Turn on to enable grid view. It divides the screen into equal parts and helps you take better photos by making it simple to align elements, such as the horizon or buildings, to the lines in the grid.

- ***Save location information***

  Turn on to tag photos and videos with your location. This option is available when the GPS location service is enabled.

- ***Shutter Sound***

  Turn on to mute the camera shutter sound.

- ***Reset settings***

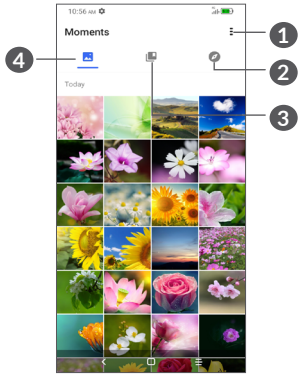
  Reset camera to factory default settings.

## 5.2 Gallery

Gallery acts as a media player for you to view photos and play videos. It also automatically analyzes photos and organizes them into groups, so that you can quickly locate the photos you need.

To view, edit or share the photos/videos, touch **Gallery** from the Home screen.






1. Tap to access more options
2. **Explore**

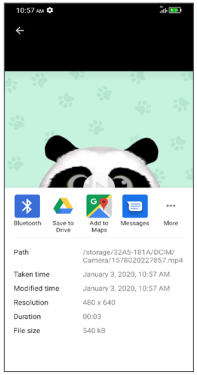
   Explore collects photos into groups making them more easy to find
3. **Albums**

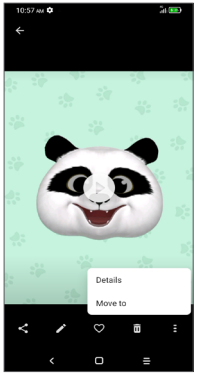
   Photos, videos, screenshots, etc. are all automatically grouped in Albums
4. **Moments**

   View the photos/videos you have just taken

### View details about photos and videos

Touch any picture or video to enter full screen view, swipe up to find basic information or tap ⋮ to find more details.



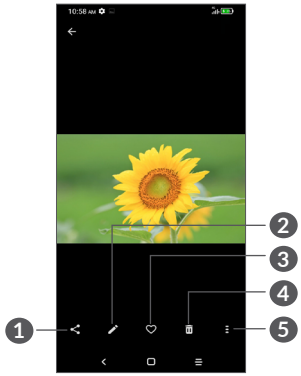

### Working with pictures and videos

Gallery offers a wide range of editing features for photos and videos.

- ***To edit a picture***

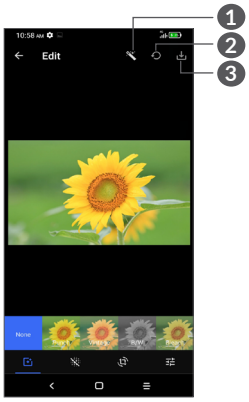
  Find the picture you want to work on, and tap the picture in the full screen view.






1. Share
2. Edit
3. Favorites
4. Delete
5. More options, such as **Slideshow**, **Set as**, **Details**, **Print**, etc.

Touch ✎ to edit.




1. Beautify pictures
2. Reset
3. Save changes

Set effects such as **Punch, Vintage, B/W, Bleach,** etc.

Picture dehazing.

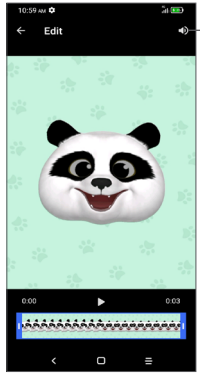
**Crop, Straighten, Rotate, Mirror** or **Draw** the picture.

Adjust the picture color.



- ***To edit a video***

  Touch the video in the full-screen view and touch .



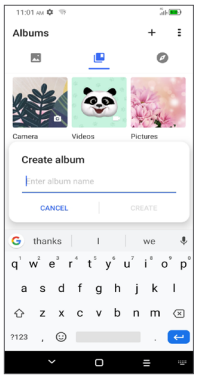

Mute the saved video

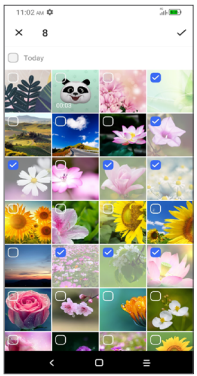
Drag the slider at both ends of the video crop area, select the video you want to keep, touch to preview. Once done, touch to save.

## Album management

When there are many pictures and videos, you can manage your albums for convenient viewing.

- Create an album




Tap + to create and name a new album. Select the pictures or videos you want to include in it by tapping ✓ to copy or move them.

- Move/copy pictures or videos

Long press the picture(s) or Video(s) you want to move/copy, Touch ⋮ > **Copy to album/Move to album**, then select the album that you want to move to/copy to.

- Delete or recover pictures or videos

Long press the picture(s) or Video(s) you want to delete, touch 🗑 > **DELETE**.



Deleted items will be retained in the **Trash** album for 30 days, after which they will be permanently deleted. To permanently delete them within this period, find the picture(s) or Video(s) in **Trash** and long press to delete.

To recover the picture(s) or Video(s) within this period, long press the picture(s) or Video(s) in **Trash** and touch ↺ to recover.

- Hide album [1]

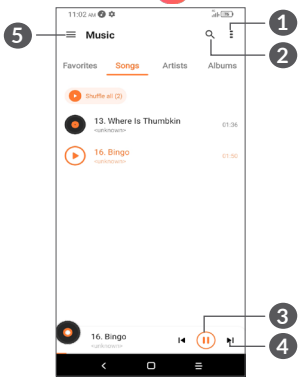
Long press the album you want to hide, touch ⬇ > **MOVE**, the album contents will be hidden from **Moments**.

[1] Default albums such as **Camera, Videos, Screenshots**, etc. can't be hidden or moved.

## 5.3 Music

You can play music files stored on your phone or microSD card.

To play a music file, swipe up on the Home screen, then touch Music.




1. More options
2. Search for a song
3. Play or pause
4. Play the next song
5. Music settings

While playing songs with Music, the operation of pause, play or skip is still available even if the screen is locked.



# 6 Calendar, Clock, and Calculator

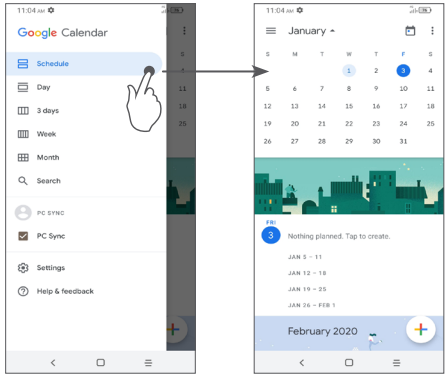
## 6.1 Calendar

You can use **Calendar** to keep track of important meetings, appointments, etc.

To view the calendar and create events, open Google apps folder from Home screen, then touch **Calendar**.

### 6.1.1 Multimode view

You can display the Calendar by **Schedule, Day, 3 days, Week,** or **Month,** touch ≡ to select.



### 6.1.2 To create new events

You can add new events from any Calendar view.

- Touch +.
- Fill in all required information for this new event. If it is a whole-day event, you can select **All-day**.
- When finished, touch **Save** from the top of the screen.

To quickly create an event from the **Week** view screens, touch an empty spot to select a target area which will then turn into , then touch the icon to create the new event.

### 6.1.3 To delete or edit an event

To delete or edit an event, touch the event to enter its details screen. Touch to edit the event, or touch and then **Delete** to delete.

### 6.1.4 Event reminder

If a reminder is set for an event, the upcoming event icon will appear on the Status bar as a notification when the reminder time arrives.

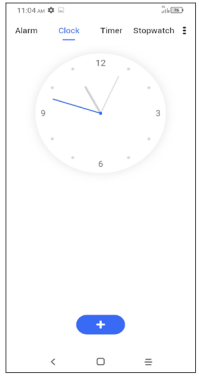
Swipe down the Status bar to open the Notification panel and touch an event name to view the Calendar notification list.

Touch the **Back** button to keep the reminders pending in the Status bar and the Notification panel.



## 6.2 Clock

Your mobile phone has a built-in clock, swipe up the Home screen, then touch **Clock**, or tap time on the Home screen to access it.




Tap + to add a time zone from the list.

### 6.2.1 Alarm

From the Clock screen, touch **Alarm**.

Turn on to enable the alarm.

Touch + to add a new alarm.

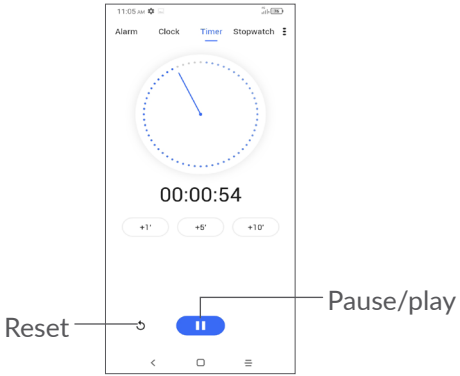
Touch a currently existing alarm to enter the alarm editing screen.

Touch to delete the selected alarm.

### 6.2.2 Timer

From the Clock screen, touch **Timer**.

- Touch the digits to set the countdown time. Type the time in hour, minute and second number sequence.
- Touch ▶ to start the countdown.

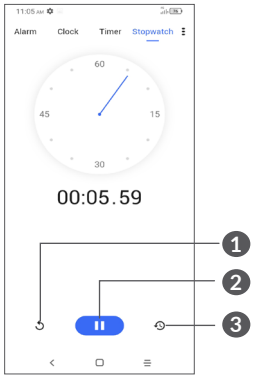





### 6.2.3 Stopwatch

From the Clock screen, touch **Stopwatch**.

Touch ▶ to start the **Stopwatch**.



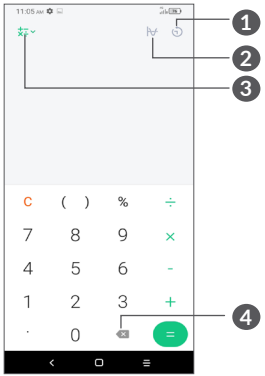

1. Reset
2. Pause/play
3. Touch to show a list of records according to the updated time

### 6.2.4 Adjust Clock settings

Touch ⋮ and then **Settings** to access **Clock** and **Alarms** settings.

## 6.3 Calculator

To solve mathematical problems with **Calculator**, swipe up from the home screen, then tap .




1. Calculation history
2. Touch to switch between Basic calculation and Scientific calculation
3. For more options about **Currency** and **Unit** conversion
4. Touch to delete digits one by one



# 7 Others

## 7.1 Kids Mode

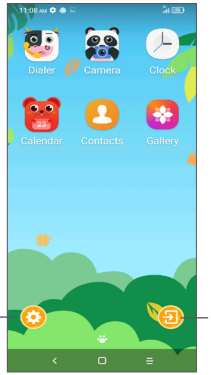
A parental control feature allows you to set restrictions on your child's usage time and access to specific apps. Your child's happiness and safety is guaranteed with Kids Mode.

To access this menu, swipe up the Home screen and tap **Kids Mode** .

### 7.1.1 To use Kids Mode

- Set a password and confirm
- Set a security question in case you ever need to reset your password
- Input a user name
- Turn it on under accessibility settings

You are using kids mode now.




### 7.1.2 Settings

Touch and enter your password to go to Settings and select what apps can be used by your child, set the device and app usage time, choose his/her favorite wallpaper, reset password, enable blue light filter or even set charge protection to prevent usage while charging, etc.

## 7.2 Support Center.....

**Support Center** helps you to learn more about Hot FAQs, operating instructions, troubleshooting, etc. You can also feedback your comments to us through it.



## 7.3 Other applications [1]

The previous applications in this section are preinstalled on your phone. To read a brief introduction of the preinstalled 3rd party applications, refer to the leaflet provided with the phone. To download and install more 3rd party applications, use the Google Play Store application.

[1] Application availability depends on country and carrier.

# 8 Google applications.....

Google apps are preinstalled on your phone to improve work efficiency and help you enjoy life.

This manual briefly introduces the apps. For detailed features and user guides, refer to related websites or the introduction provided in the apps.

You are recommended to register with a Google account to enjoy full functionality.

## 8.1 Google

A web browser with which you can surf the internet.

Your bookmarks, browsing history, and settings across all devices on which the browser is installed can be synchronized with your Google account.

## 8.2 Gmail

As Google's web-based email service, Gmail is configured when you first set up your phone. With this application, you can send and receive emails, manage emails by labels, archive them, etc. Emails can be automatically synchronized with your Gmail account.



## 8.3 Maps

Google Maps offers satellite imagery, street maps, 360° panoramic views of streets, real-time traffic conditions, and route planning for traveling by foot, car, or public transportation. By using this application, you can find your own location, search for a place, and get suggested route planning for your trips.

## 8.4 YouTube

YouTube is an online video-sharing application where users can upload, view, and share videos. Available content includes video clips, TV clips, music videos, and other content such as video blogging, short original videos, and educational videos. It supports a streaming function that allows you to start watching videos almost as soon as they begin downloading from the internet.

## 8.5 Drive

A file storage and synchronization service created by Google, which allows users to store files in the cloud, share and edit files.

Files in Drive are kept secure and can be accessed from any device by logging in to your Google account. Files or folders can be shared privately with other Google account users.

## 8.6 Play Movies & TV

Google Play Movies & TV allows you to watch movies and TV shows purchased or rented on Google Play.

## 8.7 Play Store

Serves as the official app store for the Android operating system, allowing users to browse and download applications and games. Applications are either free of charge or at a cost.

In Play Store, search for the app you need, download it and then follow the installation guide to install the app. You can also uninstall, update an app, and manage your downloads.

## 8.8 Duo

A video chat mobile app.

With phone numbers verified, users can easily video call people from their contact list.

## 8.9 Photos

Google Photos stores and backs up your photos and videos. It also automatically analyzes photos and organizes them into groups, so that you can quickly find the photos you need.



## 8.10 Keep notes

A note taking application developed by Google.

You can insert images, lists, and make voice recordings in your notes. You can also set time or location-based reminders for notes. Google Keep allows you to categorise notes by labels, and notes are searchable based on their color, whether they have reminders, audio, images, or lists.

## 8.11 Google Assistant

Devices can have a dedicated hardware button for the Google Assistant (GA-button). With a GA-button, users can launch the Google Assistant in three different modes: Default , Visual snapshot, and Walk talkie.

- **Default** — Single press to activate

  Default mode is the same as launching the Google Assistant by long-pressing on the home button.

- **Walkie-talkie** — Long press and hold to activate

  Walkie-talkie mode launches the Google Assistant with microphone auto-endpointing turned off. Microphone auto-endpointing is used to automatically close the microphone and finalise a user query in default mode. In walkie-talkie mode, the microphone remains open until the user releases the GA-button. When the user releases the GA-button, the microphone closes and the Assistant sends the user query.

## 8.12 Files

Files displays all data stored on the phone, including both external SD card and internal storage, such as applications, media files downloaded from Google Play Store, YouTube or other locations; Videos, pictures or audios you have captured; other data transferred via Bluetooth, USB cable, etc.



# 9 Settings

To go to **Settings**, swipe up from the Home screen or swipe left and then tap **Settings** .

You can also swipe down from the notification panel and touch .

## 9.1 Network & internet

### 9.1.1 Wi-Fi

You can connect to the internet when your phone is within range of a wireless network. Wi-Fi can be used on your phone even without a SIM card inserted.

**To turn Wi-Fi on and connect to a wireless network**

- Touch **Settings > Network & internet > Wi-Fi**.
- Turn on .
- Once Wi-Fi is turned on, detected Wi-Fi networks are listed.
- Touch a Wi-Fi network to connect to it. If the network you selected is secured, you are required to enter a password or other credentials (you should contact the network carrier for details). When finished, touch **CONNECT**.

### To add a Wi-Fi network

When Wi-Fi is on, you can add new Wi-Fi networks according to your preference.

- Touch **Settings > Network & internet > Wi-Fi > Add network**.
- Enter the name of the network and any required network information.
- Touch **SAVE**.

### To forget a Wi-Fi network

The following steps prevent automatic connection to networks which you no longer wish to use.

- Turn on Wi-Fi, if it's not already on.
- On the Wi-Fi screen, touch the name of the saved network.
- Touch **FORGET** in the dialog that opens.

## 9.1.2 Cellular network

Go to To **Settings > Network & internet > Cellular network** to enable data roaming, set your preferred network type, check the network connection you are using or create a new access point, etc.



## 9.1.3 Data usage

The first time you turn on your phone with your SIM card inserted, it will automatically configure your network service: GPRS, EDGE, 3G or 4G.

If the network is not connected, you can turn on cellular data in **Settings > Network & internet > Data usage**.

### Data saver

By enabling Data saver, you can reduce data usage by preventing some apps from sending or receiving data in the background.

### Cellular data

If you do not need to transmit data on cellular networks, turn off **Cellular data** to avoid incurring significant charges for data use on local carrier cellular networks, particularly if you do not have a cellular data agreement.

Data usage is measured by your phone, and your carrier may count differently.

## 9.1.4 Hotspot & tethering

To share your phone's data connection via USB and Bluetooth, or as a mobile hotspot, go to **Settings > Network & internet > Hotspot & tethering** to activate these functions.

### To rename or secure your mobile hotspot

When your mobile hotspot is activated, you can rename your phone's Wi-Fi network (SSID) and secure its Wi-Fi network.

- Touch **Settings > Network & internet > Hotspot & tethering > Mobile hotspot**.
- Touch **Set up mobile hotspot** to rename the network SSID or set your network security.
- Touch **SAVE**.

The functions above may incur additional network charges from your network carrier. Extra fees may also be charged in roaming areas.

## 9.1.5 VPN

Virtual private networks (VPNs) allow you to connect to the resources inside a secured local network from outside that network. VPNs are commonly deployed by corporations, schools, and other institutions so that their users can access local network resources when not inside that network, or when connected to a wireless network.

### To add a VPN

- Touch **Settings > Network & internet > VPN** and then touch +.



- On the screen that opens, follow your network administrator's instructions to configure each component of the VPN settings.
- Touch **SAVE**.

The VPN is added to the list on the VPN settings screen.

Before adding a VPN, you should set a screen lock for your phone.

### To connect to/disconnect from VPN

To connect to a VPN:

- Touch **Settings > Network & internet > VPN**.
- The VPNs you have added are listed. Touch the VPN you want to connect with.
- In the dialog that opens, enter any requested credentials and touch **CONNECT**.

To disconnect from a VPN:

- Touch the VPN you want to disconnect from. In the dialog that opens, touch **DISCONNECT**.

### To edit/delete a VPN

To edit a VPN:

- Touch **Settings > Network & internet > VPN**.
- The VPNs you have added are listed. Touch the ⚙ icon next to the VPN you want to edit.
- After editing, touch **SAVE**.

To delete a VPN:

- Touch the icon next to the selected VPN, then touch **FORGET** to delete it.

### 9.1.6 Airplane mode

Turn on **Airplane mode** to simultaneously disable all wireless connections including Wi-Fi, Bluetooth and more.

### 9.1.7 Private DNS

Touch to select private DNS mode.

## 9.2 Bluetooth & device connection [1]

### 9.2.1 Bluetooth

Bluetooth is a short-range wireless communication technology that you can use to exchange data, or connect to other Bluetooth devices for various uses.

**To turn on Bluetooth**

- Touch **Settings > Bluetooth & device connection > Bluetooth**.

[1] You are recommended to use Alcatel Bluetooth headsets, which have been tested and proved compatible with your phone. You can go to **www.alcatelmobile.com** for more information about the Alcatel Bluetooth headset.



- Turn on .

Your device name and other available devices will appear on screen.

**To rename your device**

- Touch **Settings > Bluetooth & device connection > Bluetooth**.
- Touch **Device name**.
- Enter a name, and touch **RENAME** to confirm.

**To pair/connect your phone with a Bluetooth device**

To exchange data with another device, you need to turn Bluetooth on and pair your phone with the Bluetooth device with which you want to exchange data.

- Touch **Settings > Bluetooth & device connection > Bluetooth > + Pair new device**.
- Touch a Bluetooth device you want to pair your phone with in the list.
- In the dialog that pops up, touch **PAIR** to confirm.
- If the pairing is successful, your phone will be connected to the device.

**To unpair from a Bluetooth device**

- Touch beside the device you want to unpair from.
- Touch **FORGET** to confirm.

### 9.2.2 USB

With a USB cable, you can charge your device, transfer files or photos (MTP/PTP) between your phone and a computer.

**To connect your phone to the computer**

- Use the USB cable that came with your phone to connect the phone to a USB port on your computer. You will receive a notification that the USB is connected.
- Open the Notification panel and choose the way which you want to transfer files or touch **Settings > Bluetooth & device connection > USB** to select. By default, **Charge this device** is selected.

Before using MTP, make sure that the driver (Windows Media Player 11 or higher version) has been installed.

### 9.2.3 Printing

Touch **Printing** to activate **Print services**. You can select your **Default print service** or choose **Add service**.



## 9.3 Display

### 9.3.1 Status bar

with this menu, you can set the style of the status bar, select whether notification icons are folded and how the battery percentage is displayed.

### 9.3.2 Notch display

Turn on the notch for full screen apps to get the best experience on the phone.

### 9.3.3 Full screen apps

Most applications installed on the phone will automatically adapt to the full screen display without setting them manually.

For the applications which do not automatically adapt to the full screen display, you can go to **Settings > Display > Full screen apps** to set.

### 9.3.4 Brightness level

Adjust screen brightness manually.

### 9.3.5 Dark mode

Your screen will become black in this mode, which makes it easier to look at your screen or read in dim light.

### 9.3.6 Eye comfort mode

**Eye comfort mode** can effectively reduce blue light radiation and adjust the color temperature to relieve eye fatigue. You can also create a custom schedule to turn on it.

### 9.3.7 Reading mode

**Reading mode** tints your screen amber to imitate physical books and protect your eyes. You can also specify some apps to operate in this mode.

### 9.3.8 Auto-rotate screen

Select whether the screen rotates automatically or not.

### 9.3.9 Sleep

Set screen timeout.

In **Display**, you can also set **Font size, Screen saver, Ambient display**, etc.

## 9.4 Home screen & wallpapers

With this menu, set your home apps, choose your favorite wallpapers and theme styles, etc.



## 9.5 Sound

Use the Sound settings to configure many aspects of call ringtones, music, and other audio settings.

- **Also vibrate for calls**

  Touch on to vibrate the phone for incoming calls.

- **Do Not Disturb preferences**

  If you do not want to be disturbed by your phone or information ringtones during work or rest, you can set the **Do Not Disturb** mode.

  Swipe down the Status bar twice to access the Quick Settings panel and tap to turn on Do Not Disturb.

- **Phone ringtone**

  Touch to set your incoming call ringtone.

- **Default notification ringtone**

  Set the default sound for notifications.

- **Default alarm ringtone**

  Set your alarm ringtone.

- **Other sounds and vibrates**

  Set dial pad tones, screen locking sounds, touch sounds, etc.

## 9.6 Advanced features

- **System navigation**

  Select your favorite navigation button layout.

- **App Cloner**

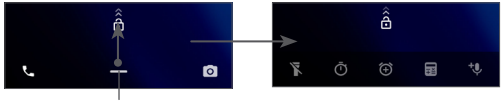
  App Cloner will duplicate one app on your Home screen and you can enjoy both of them respectively at the same time.

- **Screen Recorder**

  Set the video resolution, sound, etc. To use **Screen Recorder**, Swipe down the Status bar twice to access the Quick Settings panel and tap .

- **Func shortcuts**

  Once **Func shortcuts** is on, you can still quickly access flash, clock, calculator, recorder etc. in lock screen mode.



Swipe up to view shortcuts menus

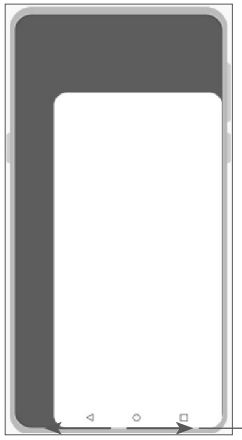
- **Gestures**

  To set some gestures for convenient use, such as flip to mute, 3 fingers screenshot, split screen, etc.



- **One-handed mode**

  Reduce the display area of the screen and operate your phone with one hand.



Swipe left or right to enter one-handed mode after turning on

- **Switch Phone**

  Switch Phone helps you to transfer content from an old phone to a new one, tap to view Q & A.

## 9.7 Smart Manager

**Smart Manager** ensures your phone is operating in top form by automatically scanning and optimizing data usage to preserve battery levels, manage storage and protect against security threats.

You can also do some manual settings for further optimization.

## 9.8 Security

- **Screen lock**

  Select one method such as **Swipe, Pattern, PIN, Password,** or **Fingerprint** to unlock the screen.

- **Fingerprint sensor**

  Use your Fingerprint to unlock the screen or clear notifications, take a photo/video, pick up a call, etc.

  Access **Settings > Security > Fingerprint sensor** to activate these functions.

- **Face key**

  **Face key** allows you to unlock your device with your facial data. Set it according to the on-screen steps.

  Ensure that you are facing the phone screen when using face recognition.

**NOTE:** you need to set a pattern, PIN, or password before using face key.

- **Smart Lock**

  **Smart Lock** keeps your device unlocked when it's safe with you and locked when it detects that it's been put down.



- **Apps lock**

  **Apps lock** can effectively protect your privacy by locking some apps with a pattern or fingerprint. Go to **Settings > Security > Apps lock** to set the lock format, lock time and choose the apps you want to lock.

- **Others**

  You can also set **Emergency service, SIM card lock, Screen pinning**, etc. in **Settings > Security**.

## 9.9 Location

Tap to set whether to allow an app to access your device's location. You can set allowing continual access, or only while the app is in use.

## 9.10 Privacy

To protect your privacy, you can set an app to be allowed or forbidden to access your location, SMS, phone, etc. Also whether or not to show passwords or choose the activities and info that you want to Google to save.

## 9.11 Apps

Touch to view details about the applications installed on your phone, to manage their data usage or force them to stop.

In the **App permissions** menu of an application, you can grant permissions for the app, such as allowing the app to access your **Camera, Contacts, Location,** etc.

## 9.12 Storage

Enter **Settings > Storage** to check the usage of storage space, and free up more when necessary.

## 9.13 Accounts

Touch to add, remove, and manage your email and other supported accounts. You can also use these settings to control how and whether all applications send, receive, and synchronized data on their own schedules, and whether all applications can synchronized user data automatically.

Touch **Add account** to add an account for the selected app.



## 9.14 Digital Wellbeing & parental controls

In this menu you can find how much time you have spent on the phone and even on each app. You can customize the time limit for using the phone so that have a healthy and balanced life.

In addition, parents are able to restrict their children's usage time to manage their browsing habits.

## 9.15 Google

Touch to configure your Google account and service settings.

## 9.16 Accessibility

Use the Accessibility settings to configure any accessibility plug-ins you have installed on your phone.

## 9.17 System

### 9.17.1 About phone

View basic information for your phone such as model name, CPU, camera, resolution, etc.

You can also check legal information, build number, status and other specs.

To read the user manual on your phone, tap **Settings > System > About phone > Other specs > User Manual**.

### 9.17.2 System Update

If you want to update the system, touch **CHECK FOR UPDATES** (refer to **"10.1 FOTA Upgrade"**).

### 9.17.3 Languages & input

Touch to configure language settings, the on-screen keyboard, voice input settings, pointer speed, etc.

### 9.17.4 Date & time

Use Date & time settings to customize your preferences for how date and time are displayed.

### 9.17.5 Backup

Turn on to back up your phone's settings and other application data to Google servers. If you replace your phone, the settings and data you've backed up will be restored onto the new phone when you sign in with your Google account.



### 9.17.6 Developer options

To enable this function, go to **Settings > System > About phone**, then touch **Build number** 7 times. Now **Developer options** is available. The developer options contain settings that are useful for developing Android applications.

### 9.17.7 Reset

Tap to reset all network settings and app preferences, you won't lose your data with these settings.

If **Factory data reset** is selected, all data in your phone's internal storage will be erased, please back up your data before reset.

### 9.17.8 Regulatory & safety

Touch to view product information such as **Product model, Manufacturer name, Manufacturer address, IMEI, CU reference, Bluetooth Declaration ID**, etc.

# 10 Making the most of your phone .....

## 10.1 FOTA Upgrade

Use the FOTA (Firmware Over The Air) Upgrade tool to update your phone's software. To access Updates, from the app list, touch **Settings > System > System Update**.

If you want to update the system, touch **CHECK FOR UPDATES** and when that's finished, your phone will have the latest version of the software.

During FOTA downloading or updating, to avoid errors in locating the correct update packages, do not change your default storage location.



# 11 Accessories .....

**Standard accessories**

1. Charger
2. USB Cable
3. LCD sticker
4. SIM card pin
5. Quick Start Guide
6. Product safety information leaflet

- Accessories depend on country.
- Only use the Alcatel batteries, chargers, and accessories included along with your device.

# 12 Warranty .....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months [1] from the date of purchase as shown on your original invoice.

Batteries [2] and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months [1] from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

[1] The warranty period may vary depending on your country.

[2] The life of a rechargeable phone battery in terms of conversation time, standby time and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.



If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired phones and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used.
- Connection to any equipment not supplied or not recommended by TCL Communication Ltd.
- Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor.
- Modification, adjustment or alteration of software or hardware performed by individuals not authorised by TCL Communication Ltd.
- Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation etc.

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited to commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.



# 13 Troubleshooting.....

Before contacting the service center. here are some instructions to help you troubleshoot your device:

- For optimal operation, fully charge the battery.
- To improve the phone's performance, remove unnecessary files or apps on your phone.
- Update your phone's software via the **System Update**. Alternatively you can touch **Settings > System > System Update** to update software.
- Reset your phone via **Factory data reset**. Touch **Settings > System > Reset > Factory data reset**. Another method is to hold down the **Power** key and the **Volume up** key at the same time when your phone is powered off. All your phone data will be lost permanently. It is strongly advised to fully back up your phone data before resetting.

and carry out the following checks:

**My phone can't be switched on or is frozen**

- When the phone can't be switched on, charge for at least 20 minutes to ensure the minimum battery power needed. Then switch it on again.

- When the phone falls into a loop during power on animation and the user interface can't be accessed, press and hold the **Power** key to reset. This eliminates any abnormal OS booting issues caused by third party applications.
- If neither method is effective, reset the phone by pressing the Power key and the Volume up key at the same time, selecting a language, and then selecting **Wipe data/Factory reset**. Press the **Volume** key to select, and press the **Power** key to confirm each selection.

**My phone has not responded for several minutes**

- If your phone doesn't respond, turn off your phone by pressing and holding the **Power** key until it turns off and then restart it again.
- If it still doesn't work, reset the phone.

**My phone turns off by itself**

- Check that your screen is locked when you are not using your phone, and make sure that the **Power** key is not accidentally pressed while the screen is unlocked.
- Check the battery charge level.
- If it still doesn't work, reset the phone or update software.



**My phone can't charge properly**

- Make sure that you are using the **Alcatel** charger that comes with the phone.
- Make sure that your battery is not completely discharged; if the battery power has been empty for a long time, it may take around 20 minutes to display the battery charging indicator on the screen.
- Make sure that charging is carried out under normal conditions (0°C (32°F) to 40°C (104°F )).
- When abroad, check that the voltage input is compatible.

**My phone can't connect to a network or "No service" is displayed**

- Try connecting to the network by moving to another physical location.
- Verify the network coverage with your carrier.
- Check with your carrier that your SIM card is valid.
- Try connecting at a later time if the network is overloaded.

**My phone can't connect to the internet**

- Make sure that the internet access service of your SIM card is available.
- Check your phone's internet connection settings.
- Make sure that you are in a place with network coverage.

- Try connecting at a later time or another location.

**Invalid SIM card**

- Make sure that the SIM card has been correctly inserted.
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card is available.

**My phone can't make outgoing calls**

- Make sure that you have dialed a valid number and have touched **call icon**.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your carrier (credit, SIM card validity, etc.).
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

**My phone can't receive incoming calls**

- Make sure that your phone is switched on and connected to a network (check for overloaded or unavailable network).



- Check your subscription status with your carrier (credit, SIM card validity, etc.).
- Make sure that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

**The caller's name/number doesn't appear when a call is received**

- Check that you have subscribed to this service with your carrier.
- Your caller may have concealed his name or number.

**I can't find my contacts**

- Make sure that your SIM card is not broken.
- Make sure that your SIM card is inserted properly.
- Import all contacts stored on your SIM card to your phone.

**The sound quality of the calls is poor**

- Adjust the volume during a call by pressing the **Volume** key.
- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector and speaker on your phone are clean.

**I can't use the features described in the manual**

- Check with your carrier to make sure that your subscription includes this service.
- Make sure that this feature doesn't require an **Alcatel** accessory.

**When I select a number from my contacts, the number can't be dialed**

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country code when calling an international number.

**I can't add a contact**

- Make sure that your SIM card contacts are not full; delete some files or save the files to the phone.

**My callers can't leave messages on my voicemail**

- Contact your network carrier to check service availability.

**I can't access my voicemail**

- Make sure that your carrier's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

**I can't send and receive MMS**

- Check your phone storage as it might be full.
- Contact your network carrier to check service availability and MMS parameters.



- Verify the server center number or your MMS profile with your carrier.
- The server center may be swamped. Try again later.

**SIM card PIN locked**

- Contact your network carrier to obtain the PUK (Personal Unblocking Key) code.

**I can't connect my phone to my computer**

- Check to make sure the USB port is not broken. If it's not working, try another USB port on your computer.
- Make sure USB drivers are properly installed.
- If you are using a Windows computer, make sure it supports MTP mode. If you are using a Mac, make sure to install Android File Transfer from www.android.com/filetransfer/.

**I can't download new files**

- Make sure that there is sufficient phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your carrier.

**The phone can't be detected by others via Bluetooth**

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

**The battery drains too fast**

- Make sure that you follow the complete charge time (minimum 150 minutes).
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the screen brightness as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Turn off Bluetooth, Wi-Fi, or GPS when not in use.

**The phone becomes warm following prolonged calls, game playing, internet surfing or running other complex applications**

- This heating is a normal consequence of the CPU handling excessive data. Ending the above actions will make your phone return to normal temperature.

**After a factory data reset is performed, I can't use my phone without entering Google account credentials**

- After a reset is performed, you must enter the original Google account credentials that were used on this phone.



- If you don’t remember your Google account credentials, complete Google account recovery procedures.
- If you still cannot access your phone, apply to the authorized repair center, but remember that it will not be regarded as warranty case.

**I forgot some passwords/codes/keys on phone**

- Perform a factory data reset.
- If you still cannot access your phone, apply to the authorized repair center, but remember that it will not be regarded as a warranty case.

# 14 Specifications

**Processor:**

MT6762D

**Platform:**

Android 10

**Memory:**

32GB + 3GB

**Dimensions (LxWxT):**

158.7x74.6x8.45 mm

**Weight:**

165g

**Display:**

6.22-inch touchscreen with HD+ 19:9 (720X1520)

**Network:**

GSM: 850/900/1800/1900

UMTS: B1/2/4/5/8 (2100/1900/1700/850/900)



LTE: B2/3/4/5/7/8/13/17/28/66 (1900/1800/1700/850/2600/900/700/700/700/1700)

(Band frequency and data speed depend on carrier.)

**GPS:**

BDS/GPS/Glonass/Galileo,with A-GPS

**Connectivity:**

- Bluetooth BT5.0
- Wi-Fi 802.11b/g/n
- 3.5 mm audio jack
- Micro-USB

**Camera:**

- Back camera: 13M AF +5M FF(UW/Depth)+2M FF (Macro)
- Front camera: 5 megapixel

**Audio supported formats:**

AAC, AMR, AWB, MP3, AAC+, Vorbis, FLAC, APE, eAAC+, PCM playback

**Battery [1]:**

Capacity: 4000 mAh

**Expansion Slot:**

microSD™ memory card
(Availability of microSD card depends on market)

**Note:** Specifications are subject to change without prior notice.

[1] The original battery has undergone rigorous safety inspections to meet qualification standards, the use of non-original batteries may be dangerous.